



Intercom Licenses - Service Definition Document

1. Service Description The SaaSy People provides licensing for Intercom, a complete customer service platform, including the "Fin" AI Agent. Intercom combines an AI-first help desk, proactive messaging, and automation to streamline support. Fin is an AI bot that resolves complex customer queries instantly using your existing support content.

2. Data Backup and Restore, and Disaster Recovery

- **Redundancy:** Intercom is hosted on AWS with data replicated across distinct physical data centres (Availability Zones).
- **Backups:** Customer data is backed up daily.
- **Disaster Recovery:** Intercom maintains a Business Continuity plan with annual testing to ensure rapid recovery (RTO/RPO targets) in the event of region-wide failures.

3. Onboarding and Offboarding Support

- **Onboarding:** We facilitate licence activation and workspace provisioning. New users are provided with access to the **Intercom Academy** for best-practice training. For Fin AI, we provide guidance on preparing your knowledge base for ingestion.
- **Offboarding:** We assist with the final billing capability. Clients can export conversation logs and user data via the Intercom API prior to account closure.

4. Service Constraints

- **Fair Usage:** "Fin" AI resolutions and outbound messaging volumes are subject to fair usage policies defined in the specific plan tiers.
- **API Limits:** Standard rate limits apply to API requests to prevent abuse and ensure platform stability.

5. Service Levels

- **Availability:** Intercom provides a **99.8% uptime SLA** for core messaging services and the Fin AI agent.
- **Support Hours:** The SaaSy People support team is available Monday to Friday, 8am to 10pm GMT.

- **Response Time:** We target an initial response time of 24 hours for account and billing enquiries.

6. After Sales Support Regular account check-ins to review "Fin" resolution rates and optimise seat counts. We can facilitate access to professional services for complex workflow building or chatbot training.

7. Technical Requirements

- **Client-side:** Modern web browser and stable internet connection.
- **Installation:** Installation of the Intercom Messenger requires adding a JavaScript snippet to the client's website or app.

8. Outage and Maintenance Management

- **Status Updates:** We monitor the official Intercom status page and inform clients of significant service disruptions.
- **Maintenance:** Intercom utilises a zero-downtime deployment architecture for most updates.

9. Hosting Options and Locations Intercom is a multi-tenant cloud platform hosted in the USA. Options for data hosting in the EU (European Data Centre) are available for eligible plans to meet GDPR requirements.

10. Access to Data (Upon Exit) Clients retain full ownership of their data. Complete exports of conversation history and contact data are available upon request via the Intercom dashboard or API.

11. Security Intercom is SOC 2 Type II compliant. The platform utilises advanced threat detection (SIEM), regular penetration testing, and a bug bounty programme to ensure security.